



**City of Hallandale Beach  
Community Shuttle Program**

**Title VI Program Plan**

*Date Adopted: April 1<sup>st</sup>, 2021*

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## 1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

*49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted, or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].*

The City of Hallandale Beach Community Shuttle Program assures the Florida Department of Transportation (FDOT) that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

The City of Hallandale Beach Community Shuttle Program further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the City Manager or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against the City of Hallandale Beach Community Shuttle Program.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.



Signature  
Jeremy Earle, City Manager

1-23-21

Date

## 2.0 Introduction & Description of Services

The City of Hallandale Beach Community Shuttle Program submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

The City of Hallandale Beach Community Shuttle Program is a sub-recipient of FTA funds and provides service in the City of Hallandale Beach and portions of Fort Lauderdale, Sea Ranch Lakes and Pompano Beach. A description of the current Transit Program system is included in 2.0.1 below.

### **Title VI Liaison**

Igor Colmenares  
Mobility and Transportation Planner  
954-457-2224  
400 South Federal Highway  
Hallandale Beach, FL 33009

### **Alternate Title VI Contact**

Vanessa Leroy  
Director  
954-457-1376  
400 South Federal Highway  
Hallandale Beach, FL 33009

Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender, and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

### **2.0.1 Current Description of System**

The City of Hallandale Beach Community Shuttle Program's current and long-term focus as a transportation provider is on maintaining the best coordinated transportation system possible for the City of Hallandale Beach. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents.

The City of Hallandale Beach operates as a local government, non-profit organization. The City is made up of 333 full-time employees, 50 part-time employees, and 5 Temporary / Seasonal employees. The City Manager is responsible for all day-to-day operations of our organization and reports directly to the City Commission. The City Commission is committed to this program and has, therefore, incorporated our service within the County's Public Transportation Program.

The City of Hallandale Beach Community Shuttle Program operates its Transit Program in partnership with Broward County Transit (BCT). Transportation services are provided in accordance with an Interlocal Agreement executed on November 19, 2019, between the City and BCT, which includes an Operations Manual/Safety/Security Program. The City of Hallandale Beach will continue to operate at the same rate

as previous year (2019) service hours.

The City of Hallandale Beach Community Shuttle Program is provided by the City of Hallandale Beach, which operates as a local government, non-profit organization. The City of Hallandale Beach has an executed agreement with BCT signed by the County on November 19, 2019.

The City of Hallandale Beach Community Shuttle Program's Title VI Plan Liaison is responsible for monitoring and management of our transportation program.

BCT performs onsite reviews to assure the City's third-party contractor maintains all safety sensitive employees are required to complete FDOT approved safety and security training course as part of their new hire orientation. The City's third-party contractor is responsible for all training. All new employees are also required to complete eighty (80) hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheelchair lifts and securement devices. The Title VI Liaison is responsible for annual renewal of all liability insurance for both FDOT, and all vehicles used in the program, as well as vehicle registration renewal. It is the Title VI Liaison's responsibility to administer all aspects of the transportation program.

Maintenance of the City's five community buses is provided by Limousines of South Florida (LSF). LSF employs only ASE certified technicians with experience in working on commercial passenger vehicles like the type that the City uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at LSF operations base located at 3300 S. W. 11 Avenue, Fort Lauderdale, FL 33315 and are maintained by LSF. All records are maintained and retained for a minimum of four (4) years.

The City has four (4) transportation related employees. The City's transportation contractor, Limousines of South Florida (LSF), has a total of two hundred seventy-five (275) employees that include: two hundred twenty (220) full-time drivers, seven (7) part-time drivers, twelve (12) administrators, and fifteen (15) support staff. Only employees of Limousines of South Florida that have completed all the required safety and drivers training requirements will be allowed to drive the community bus.

Transportation services provided through the City of Hallandale Beach Community Shuttle Program are available to our residents and visitors who depend on the bus as their primary mode of transportation. Our program primarily enables elders to remain independent and in their homes for a longer period of time. Without the transportation services, many of the seniors would be isolated and unable to access community services to meet their basic needs. The City of Hallandale Beach Community Shuttle Program provides a wide range of trip purposes that includes medical, nutrition, shopping, employment, social and recreational by incorporating stops such as at grocery stores, City Hall, downtown entertainment, and dining. The routes also provide service to a branch library, a regional hospital, and related doctors' offices outside of the City's boundaries.

Our fleet includes five (5) twenty-five (25) foot cutaway buses which are equipped for wheelchair service. Our contracted provider, Limousines of South Florida, supplements with another vehicle in their fleet when any of the five fleet buses requires servicing. The City operates 59 passenger trips per weekday, 59 per Saturday, and 11 on Sunday. The City leverages our fleet resources so that our vehicles are used in a responsible manner to provide full coverage and will retire the vehicle at the appropriate age and mileage. Ridership during FY2020 amounted to 173,358 passengers and route mile services were 156,070.

## 2.1 First Time Applicant Requirements

*FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.*

The City of Hallandale Beach is not a first-time applicant for FTA/FDOT funding.

The following is a summary of the City of Hallandale Beach Community Bus Program's current and pending federal and state transportation funding:

Broward County Transit pays the City of Hallandale Beach Fifteen Dollars (\$15.00) per Revenue Service Hour as financial assistance for the City of Hallandale Beach Community Bus Program.

During the previous three years, FDOT did not complete a Title VI compliance review of the City of Hallandale Beach Community Bus Program.

The City of Hallandale Beach Community Bus Program has not been found to be in noncompliance with any civil rights requirements.

## 2.2 Annual Certifications and Assurances

*FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.*

The Program was reviewed and approved by Jeremy Earle, City Manager, who serves as the executive official for the City that is responsible for the administration of all departments and City operations. A copy of the City Manager's letter affirming the review and approval of the Program is included in Appendix C of this Program.

The City of Hallandale Beach will remain in compliance with this requirement by submitting certifications and assurances annually as required by the Broward County Inter-Local Agreement between Broward County and the City of Hallandale Beach for Community Shuttle Service.

## 2.3 Title VI Program Concurrence and Adoption

The Program was reviewed and approved by the City Manager, who serves as the executive official for the City of Hallandale Beach and is responsible for the administration of all departments and City operations. The City's letter affirming the review and approval of the Program is included in Appendix C.

### 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

#### 3.1 Notice To The Public

- The City of Hallandale Beach Community Shuttle Program operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City's Development Services Department
- For more information on The City of Hallandale Beach Community Shuttle Program's Civil Rights Program, and the procedures to file a complaint, contact 954-457-2224, (TTY 954 357 8301); email: [icolmenares@cohb.org](mailto:icolmenares@cohb.org), or visit our administrative office 400 South Federal Highway, Hallandale Beach, FL 33009, or send a complain completed form by mail to: City of Hallandale Beach, Attention: Mobility & Transportation Planner, 400 South Federal Highway, Hallandale Beach, FL 33009. For additional information visit the City's website at [www.COHB.org](http://www.COHB.org)
- For more information on Title VI procedures, to file a complaint and/or obtain a complaint form, contact Broward County Transit (BCT) at (954) 357-8481, TTY (954) 357-8301, or visit BCT's website at <http://www.broward.org/BCT/Pages/TitleVI.aspx>. You may also request information in writing to the Broward County Transportation Department, Transit Manager - Compliance, 1 North University Drive, Suite 3100A, Plantation, FL 33324.
- If information is needed in another language, contact (954) 357-8481, TTY (954) 357-8302.

#### 3.2 Notice Posting Locations

The notice to the Public will be posted at many locations to apprise the public of The City of Hallandale Beach Community Shuttle Program's obligations under Title VI and to inform of the protections afforded under Title VI. At a minimum, the notice will be posted at the government center, on transit vehicles and on the City website at [www.COHB.org](http://www.COHB.org) and on all other media opportunities.

A sample version of this notice is included in Appendix D.

### 4.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

## 4.1 Complaint Procedure

In accordance with the Interlocal Agreement with Broward County Transit signed on November 19, 2019, the City of Hallandale Beach will use BCT's Complaint Process, Form and Procedures.

## 4.2 Complaint Form

A copy of the complaint form is provided in Appendix D and on Broward County Transit's website at <http://www.broward.org/BCT/Pages/TitleVI.aspx>.

## 4.3 Record Retention and Reporting Policy

The City of Hallandale Beach Community Shuttle Program will submit Title VI Programs to FDOT, BCT and any other primary recipient that provides funding to the City of Hallandale Beach for concurrence on an annual basis or any time a major change in the Program occurs.

Compliance records and all Title VI related documents will be retained for a minimum of four (4 years) and reported to the primary recipient annually.

## 4.4 Sub-recipient Assistance and Monitoring

*FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.*

The City of Hallandale Beach Community Shuttle Program provides monitoring and assistance both by the City's Development Services Department and by contracting the transit program. As a sub-recipient to FDOT through Broward County, the City of Hallandale Beach's Transit utilizes the sub-recipient assistance and monitoring provided by Broward County, as needed. In the future, if the City of Hallandale Beach's Transit has sub-recipients, it will provide assistance and monitoring as required by Federal Transit Administration (FTA) Circular 4702.1B.

## 4.5 Contractors and Subcontractors

The City of Hallandale Beach is responsible for ensuring that contractors are in compliance with Title VI requirements.

1. Contractors may not discriminate in the selection and retention of any subcontractors.
2. Subcontractors also may not discriminate in the selection and retention of any subcontractors.

3. The City of Hallandale Beach, its contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects.

Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

### **Nondiscrimination Clauses**

During the performance of a contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”) must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally assisted programs of the U.S. Department of Transportation (hereinafter, “USDOT”) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate, either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor’s obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor’s noncompliance with the nondiscrimination provisions of this contract, the City of Halladale Beach shall impose contract sanctions as appropriate, including, but not limited to:
  - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
  - b. cancellation, termination, or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall

take such action with respect to any subcontract or procurement as the City of Hallandale Beach, Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

The City of Hallandale Beach Community Shuttle Program has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years.

## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as individuals with disabilities, low-income populations, and others.*

The Public Participation Plan (PPP) for the City of Hallandale Beach Community Shuttle Program was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for the City of Hallandale Beach Community Shuttle Program. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Hallandale Beach Community Shuttle Program services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix E to this Title VI Plan.

### Current Outreach Efforts

The City of Hallandale Beach Community Shuttle Program is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of the City of Hallandale Beach Community Shuttle Program's recent, current, and planned outreach

activities.

- A public meeting regarding route updates was held on May 9, 2018 and posted in the bus, in municipal buildings, at commission meeting and on the website at least one week prior to the meeting.
- The City of Hallandale Beach provides a paperless option for those residents who take advantage of the internet by placing the transit information on the City's website.
- On a continuous basis, anyone who calls the City and is placed on hold or visits the City's website, has an opportunity to learn more about the transit program.

## 7.0 Language Assistance

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

The City of Hallandale Beach Community Shuttle Program operates a community bus service within the City of Hallandale Beach and portions of the City of Hollywood and the City of Aventura.

The Language Assistance Plan (**LAP**) has been prepared to address the City of Hallandale Beach Community Shuttle Program's responsibilities as they relate to the needs of individuals with Limited English Proficiency (**LEP**). Individuals who have a limited ability to read, write, speak, or understand English are LEP.

- In the City of Hallandale Beach Community Shuttle Program's service area there are 5,862 residents or 14.71% who describe themselves as not able to communicate in English very well (Source: US Census <https://data.census.gov>). The City of Hallandale Beach Community Shuttle Program is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. The City of Hallandale Beach Community Shuttle Program has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix F.

## 8.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

The City of Hallandale Beach Community Shuttle Program does not have a transit-related committee or

board; therefore, this requirement does not apply.

## 9.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage regarding the location of the facility.*

The City of Hallandale Beach Community Shuttle Program has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, the City of Hallandale Beach Community Shuttle Program does not have any Title VI Equity Analysis reports to submit with this plan. The City of Hallandale Beach Community Shuttle Program will utilize the demographic maps included in Appendix H for future Title VI analysis.

## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

The City of Hallandale Beach Community Shuttle Program is a fixed route service provider, which operates four fixed community bus routes.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Plan. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

The City of Hallandale Beach Community Shuttle Program has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### 10.2 Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. The City of Hallandale Beach Community Shuttle Program has prepared standards for all modes it operates, which includes one twenty-five-foot (25') minibus that is wheelchair accessible.

<b>10.1 SERVICE STANDARDS</b>	
<b>Type</b>	<b>Standard Description</b>
<b>Vehicle Load</b>	1.5 capacity ratio for all vehicles.
<b>Vehicle Headway-Weekday &amp; Weekend</b>	Bus #1401 Monday – Sunday averages 60 minutes headway all day from 7:00 a.m. – 7:00 p.m.
<b>Vehicle Headway-Weekday &amp; Saturday</b>	Bus #1402 Monday – Saturday averages 45 minutes headway all day from 7:00 a.m. – 7:00 p.m.
<b>Vehicle Headway-Weekday &amp; Saturday</b>	Bus #1403 Monday – Saturday averages 65 minutes headway all day from 7:00 a.m. – 7:00 p.m.
<b>Vehicle Headway-Weekday &amp; Saturday</b>	Bus #1404 Monday – Saturday averages 66 minutes headway all day from 7:00 a.m. – 7:00 p.m.
<b>Vehicle Headway-Weekday &amp; Saturday</b>	Bus #1505 Monday – Saturday averages 45 minutes headway all day from 7:00 a.m. – 7:00 p.m.

<b>POLICY HEADWAYS AND PERIODS OF OPERATION</b>				
Hallandale Beach Routes				
Route	Weekday/Weekend	Day(s)	Avg. Headway	Hours of Operation:
Route 1 & 1-A	Weekday & Saturday	Mon – Sat	45 mins all day	7:00 a.m. – 7:00 p.m.
Route 2	Weekday & Saturday	Mon – Sat	66 mins all day	7:00 a.m. – 7:00 p.m.
Route 3	Weekday & Saturday	Mon – Sat	65 mins all day	7:00 a.m. – 7:00 p.m.
Route 4	weekday/Weekend	Mon – Sun	60 mins all day	7:00 a.m. – 7:00 p.m.

### **A. On-Time Performance**

A vehicle is considered on time if it departs a scheduled time point no more than zero (0) minutes early and no more than five (5) minutes late. The City of Hallandale Beach Community Shuttle Program's on-time performance objective is 95% or greater. The City of Hallandale Beach Community Shuttle Program continuously monitors on-time performance.

### **B. Service Availability**

Community shuttle routes operate to complement Broward County's (County) local, breeze, express, and paratransit services. To the greatest extent possible the Community Shuttle will fill gaps in County service coverage and offer local circulation to neighborhood destinations.

## **10.2 Service Policies**

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. The City of Hallandale Beach Community Shuttle Program has prepared standards for all modes it operates including community shuttle bus service.

<b><i>SERVICE POLICIES</i></b>	
<b>Transit Amenities</b>	The City collaborates with the County in the siting of transit amenities in accordance with a criteria based on ridership, community needs, and available right-of-way. For passenger convenience, the Community Shuttle stops are generally placed in close proximity of shopping plazas, grocery stores, hospitals, parks, and offices.
<b>Vehicle Assignment</b>	Vehicles in service for 5 years or 150,000 miles are prioritized for replacement. Routes regularly exceeding the vehicle capacity threshold should be addressed through additional service. The COUNTY is generally responsible for the procurement and replacement of transit vehicles based on need and available funding.

## 11.0 Appendices

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## **Appendix A: FTA Circular 4702.1B Reporting Requirements for Transit Providers**

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

### **General Requirements (All recipients must submit):**

- Title VI Notice to the Public, including a list of locations where the notice is posted.
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

### **Requirements of Transit Providers**

*All Fixed Route Transit Providers must submit:*

- All requirements set out in Chapter III (General Requirements)
- Service standards
  - Vehicle load for each mode
  - Vehicle headway for each mode
  - On time performance for each mode
  - Service availability for each mode
- Service policies
  - Transit Amenities for each mode

- Vehicle Assignment for each mode

## Appendix B: Current System Description

# Hallandale Beach Community Shuttle Program System Description

1. An overview of the organization including its mission, program goals and objectives.

The City of Hallandale Beach Community Shuttle Program's current and long-term focus as a transportation provider is on maintaining the best coordinated transportation system possible for the City of Hallandale Beach. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents.

2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.

The City of Hallandale Beach operates as a local government, non-profit organization. The City is made up of 333 full-time employees, 50 part-time employees, and 5 Temporary / Seasonal employees. The City Manager is responsible for all of the day-to-day operations of the organization and reports directly to the City Commissioners. The City Commission is committed to this program and has, therefore, incorporated the service within the County's Public Transportation Program.

The City of Hallandale Beach Community Shuttle Program operates its Transit Program in partnership with Broward County Transit (BCT). Transportation services are provided in accordance with an Interlocal Agreement executed on November 19, 2019, between the City and BCT, which includes an Operations Manual/Safety/Security Program. The City of Hallandale Beach will continue to operate at same rate as the previous year (2019) 20,743 service hours.

3. Indicate if your agency is a government authority or a private non-profit.

The City of Hallandale Beach Community Shuttle Program is provided by the City of Hallandale Beach, which operates as a local government, non-profit organization. The City of Hallandale Beach has an executed agreement with BTC signed by the County on November 19, 2019.

4. Who is responsible for insurance, training and management, and administration of the Town's transportation programs?

The City of Hallandale Beach Community Shuttle Program's Title VI Plan Liaison is responsible for monitoring and management of our transportation program.

BCT performs onsite reviews to assure the City's third-party contractor maintains all safety sensitive employees are required to complete FDOT approved safety and security training course as part of their new hire orientation. The City's third-party contractor is responsible for all training. All new employees are also required to complete eighty (80) hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheelchair lifts and securement devices. The Title VI Liaison is responsible for annual renewal of all liability insurance for both FDOT and all vehicles used in the program, as well as vehicle registration renewal. It is the Title VI Liaison's responsibility to administer all aspects of the transportation program.

5. Who provides vehicle maintenance and record keeping?

Maintenance of the City's five community buses is provided by Limousines of South Florida (LSF). LSF employs only ASE certified technicians with experience in working on commercial passenger vehicles like the type that the City uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at LSF operations base located at 3300 S. W. 11 Avenue, Fort Lauderdale, FL 33315 and are maintained by LSF. All records are maintained and retained for a minimum of four (4) years.

6. Number of current transportation related employees

The City has 4 current transportation related employees, but our transportation contractor, Limousines of South Florida (LSF) has a total of two hundred seventy-five (275) employees that include: two hundred twenty (220) full-time drivers, seven (7) part-time drivers, twelve (12) administrators, and fifteen (15) support staff.

7. Who will drive the vehicle, number of drivers, Commercial Driver License CDL certifications, etc.?

Only employees of Limousines of South Florida that have completed all the required safety and driver training requirements and possess a Commercial Driver License will be allowed to drive the community bus.

8. A detailed description of service routes and ridership numbers

Transportation services provided through the Community Shuttle Program are available to our residents and visitors who depend on the bus as their primary mode of transportation. Our program primarily enables elders to remain independent and in their homes for a longer period of time. Without the transportation services, many of the seniors would be isolated and unable to access community services to meet their basic needs. The City of Hallandale Beach Community Shuttle provides a wide range of trip purposes that include medical, nutrition, shopping, employment, social and recreational by incorporating stops such as at grocery stores, City Hall, downtown entertainment, and dining. The routes also provide service to a branch library, a regional hospital, and related doctors' offices outside of the City's boundaries.

Our fleet includes five (5) twenty (20) foot cutaway bus which are equipped for wheelchair accessibility service. Our contracted provider (LSF) supplements with another vehicle in their fleet when a bus requires servicing. The City operates 59 passenger trips per weekday, 59 per Saturday and 11 on Sunday, and leverage our fleet resources so that our vehicle is used in a responsible manner to provide full coverage and will retire the vehicle at the appropriate age and mileage. Ridership in FY2020 was 173,358 passengers and route services were 156,070 miles.

**Appendix C: TITLE VI PROGRAM CITY OFFICIAL APPROVAL LETTER**

**Appendix D: Notice to the Public and Title VI Complaint Form**

## **Notifying the Public of Rights Under Title VI**

### **Hallandale Beach's Community Shuttle Program**

- The City of Hallandale Beach Community Shuttle Program operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Hallandale Beach.
- For more information on The City of Hallandale Beach Community Shuttle Program's Civil Rights Program, and the procedures to file a complaint, contact 954-457-3039, (TTY 954 357 8302); email: [icolmenares@cohb.org](mailto:icolmenares@cohb.org), or visit our administrative office 400 South Federal Highway, Hallandale Beach, FL 33009, or send a complain completed form by mail to: City of Hallandale Beach, Attention: Mobility & Transportation Planner. 400 South Federal Highway. Hallandale Beach, FL 33009. For additional information visit the City's website at [www.COHB.org](http://www.COHB.org)



Transportation Department

TRANSIT DIVISION / Administration

1 N. University Drive, Suite 3100A • Plantation, Florida 33324 • 954-357-8300 • FAX 954-357-8305

### **LANGUAGE TRANSLATION SERVICE AVAILABLE**

NOTE: *If you require this Title VI Complaint Form to be translated into another language, please log onto [www.broward.org/bct](http://www.broward.org/bct). Click on either "Microsoft Translator" or "Google Translate" at the top right corner of the web page and select the appropriate language for your translation.*

### **SERVICO DE TRADUCCIÓN LENGUA DISPONIBLE**

NOTA: *Si usted requiere de este Formulario de Queja del Título VI de ser traducido a otro idioma, por favor haga clic en cualquiera de "Microsoft Translator" o "Google Translate" en la esquina superior derecha de esta página web y seleccionar el idioma.*

### **LANG TRADIKSYON SÈVIS KI DISPONIB**

REMAK: *Si w mande pou s a Tit VI Fòm Plent dwe tradui nan yon lòt lang, tanpri klike sou swa "Tradiktè Microsoft" oswa "Google Translate" nan kwen paj sa a web tèt dwat epi chwazi lang ki apwopriye a pou tradiksyon ou.*

**Broward County Board of County Commissioners  
Transportation Department**

**COMPLAINT OF ADA and TITLE VI DISCRIMINATION**

The Broward County Transit Division, as a recipient of federal financial assistance, is required to ensure that its transit service and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with the Broward County Transit Division.

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please contact us at (954) 357-8481 or TTY: (954) 357-8302.

***NOTE: Alternate means of filing complaint, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.***

1. Complainant Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City, State, Zip Code: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

2. Person you believe discriminated against you (if known):

Name: \_\_\_\_\_

3. Location of incident: \_\_\_\_\_

4. Are you represented by an attorney for this complaint?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please complete the following:

Attorney's Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City, State, Zip Code: \_\_\_\_\_  
 Telephone: \_\_\_\_\_

5. Which of the following best describes the reason you believe the discrimination took place? Please circle.

Race	Color	National Origin	Sex	Income Status	Age
Disability	Retaliation	Sexual Orientation	Political Affiliation	Marital Status	

6. Date(s) of the alleged discrimination: \_\_\_\_\_

7. In the space below, please describe the alleged discrimination. Explain what happened and who you believe was responsible. *(Include bus number, route number, name of transit employee(s) involved in the incident, date, location, and time of the incident, if applicable.)* Attach additional sheet if necessary.

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8. Have you filed a complaint of the alleged discrimination with a federal, state, or local agency; or with a state or federal court?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, check all that apply:

Federal \_\_\_\_\_ Federal Court \_\_\_\_\_  
State \_\_\_\_\_ State Court \_\_\_\_\_ Local Court \_\_\_\_\_

Please provide the name of the Agency where you filed your complaint.

Agency Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date of Signature

You may attach any additional information you think is relevant to your complaint.

Submit your signed complaint and any attachments to:

**Broward County Transit Division  
Attention: Transit Manager – Compliance  
1 North University Drive, Suite 3100A, Box 306  
Plantation, FL 33324**

## **Appendix E: Public Participation Plan (PPP)**

### Introduction

The Public Participation Plan (PPP) for the City of Hallandale Beach Community Shuttle Program was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for the City of Hallandale Beach Community Shuttle Program. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Hallandale Beach Community Shuttle Program's services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The City of Hallandale Beach Community Shuttle Program also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers, and the public, including low-income, minority, LEP, and other traditionally underserved communities.

The Public Participation Plan (PPP) for the City of Hallandale Beach (Community Shuttle Program) was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the establishment of policy and service delivery decisions based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about the City of Hallandale Beach Community Shuttle Program services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services.

### Current Outreach Efforts

The City of Hallandale Beach Community Shuttle Program is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of the City of Hallandale Beach Community Shuttle Program's recent, current, and planned outreach activities:

- The City of Hallandale Beach's Communications and Marketing Team have promoted the City's transit service in various ways. The city believes this community transit service is an essential service provided to the residents, and as such the city has used every communication vehicle available to spread the word to the community.
- The City of Hallandale Beach Community Shuttle Program provides a paperless option for those residents who take advantage of the internet by placing the information on the City's website at [www.COHB.org](http://www.COHB.org).
- On a continuous basis, anyone who calls the City of Hallandale Beach Community Shuttle Program and is placed on hold or visits the City's website, has an opportunity to learn more about the program.

## Appendix F: Language Assistance Plan (LAP)

### I. Introduction

The City of Hallandale Beach Community Shuttle Program operates a transit system within Hallandale Beach and portions of the City of Hollywood and the City of Aventura. The Language Assistance Plan (LAP) has been prepared to address the City's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, understand English are LEP. In the City of Hallandale Beach's (Community Shuttle Program) service area there are 5,676 residents or 15.14% who describe themselves as not able to communicate in English "very well" (Source: US Census). The City is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. The City of Hallandale Beach Community Shuttle Program has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP.

For many LEP individuals, public transit is the principal transportation mode available. It is important for the City to be able to communicate effectively with all its riders. When the City is able to communicate effectively with all its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. The City of Hallandale Beach Community Shuttle Program is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that the City undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying staff to assist LEP customers
- Training: Providing training on LAP to responsible employees.

### II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use The City of Hallandale Beach Community Shuttle Program services and identify needs for language assistance. This analysis is based on the "Four Factor Analysis" presented in the Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

- 1) Demography: identifying the number and/or proportion of LEP persons served or encountered, and languages spoken in service area.
- 2) Frequency: determining the rate of contact with programs, activities, and services.
- 3) Importance: gauging the nature and importance of programs, services, and activities to people's lives.
- 4) Resources: assessing current and available resources, including language assistance services.

**Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population**

Of the 37,494 residents 5 years and older, in the Hallandale Beach Community Bus Program service area, 15.14% residents describe themselves as speaking English less than “very well.” For groups who speak English “less than very well”, 10.62% speak Spanish/Spanish Creole. People of Spanish/Spanish Creole descent are the primary LEP persons likely to utilize the Hallandale Beach Community Bus Program services. For the Hallandale Beach Community Bus Program service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 70.37 % speak English “very well.”

Appendix F contains a table which lists the languages spoken at home by the ability to speak English for the population within the City’s service area.

**Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The City of Hallandale Beach Community Shuttle Program has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that 15.14% speak English less than very well. Phone inquiries and staff survey feedback indicated that the City of Hallandale Beach Community Shuttle Program’s dispatchers and drivers interact infrequently with LEP persons. Over the past 3 years, the City of Hallandale Beach Community Shuttle Program has had no requests for translated documents.

**Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People’s Lives.**

Public transportation and regional transportation planning are vital to many people’s lives. According to the Department of Transportation’s *Policy Guidance Concerning Recipient’s Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person’s inability to utilize public transportation effectively, may adversely affect his or her ability to access health care, education, or employment.

An on-board passenger survey was conducted to collect data on usage of and access to the City of Hallandale Beach Community Shuttle Program services. According to the survey, the most common age among all the participants in the survey was 55 or older. This supports that the City of Hallandale Beach Community Shuttle Program can be considered a senior transit service as most of its patrons are over the age of 55.

To further access personal mobility options, each respondent was asked how he or she would have made the surveyed trip had the City of Hallandale Beach Community Shuttle Program not been available, the most frequent response was “Walk/Wheelchair” at 51%. This data indicates that the City of Hallandale Beach Community Shuttle Program service is very important as a primary means of transportation for its customers and visitors. 5.8% indicated they would not have made the surveyed trip if the service were not available.

**Factor 4: The Resources Available to the Recipient and Costs.**

The City of Hallandale Beach Community Shuttle Program assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: contractor who provides vehicles and drivers, administrative staff, supported by an annual FY19 budget of \$881,021 in City funding. The City of Hallandale Beach

Community Shuttle Program provides a reasonable degree of services for LEP populations in its service area.

### **III. Language Assistance Plan**

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance.
2. Providing language assistance measures.
3. Training staff.
4. Providing notice to LEP persons.
5. Monitoring and updating the plan.

The five elements are addressed below.

#### **Element 1: Identifying LEP Individuals Who Need Language Assistance**

The City of Hallandale Beach Community Shuttle Program has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix F). As presented earlier, 40.41% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish/Spanish Creole (36.64%). Of those whose primary spoken language is Spanish/Spanish Creole, approximately 29% identify themselves as speaking less than “very well.” Those residents whose primary language is not English or Spanish/Spanish Creole and who identify themselves as speaking English less than “very well” account for 15.14% of the service area population. 59,6 % of the residents speak at home a language different than English.

The City of Hallandale Beach Community Shuttle Program may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Census Bureau Language Identification Flashcards available at the City’s meetings. This will assist the City of Hallandale Beach Community Shuttle Program in identifying language assistance needs for future events and meetings.
3. Having Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to obtain contact information to give to the City of Hallandale Beach Community Shuttle Program’s management to follow-up.
4. Vehicle operators and front-line staff (i.e., Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

#### **Element 2: Language Assistance Measures**

The City of Hallandale Beach Community Shuttle Program has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Provide Language Identification Flashcards onboard transit vehicles and in the City of Hallandale Beach Community Shuttle Program's offices.
4. Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and onboard recruitment posters.
5. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

The City of Hallandale Beach Community Shuttle Program will utilize the demographic maps provided in Appendix G in order to better provide the above efforts to the LEP persons within the service area.

**b. Element 3: Training Staff**

The most important staff training is for Customer Service Representatives and transit drivers. Several representatives are bilingual in English and Spanish.

The following training will be provided to Customer Service Representative:

- Information on Title VI Procedures and LEP responsibilities
- Use of Language Identification Flashcards
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP complaint

**Element 4: Providing Note to LEP Persons**

The City of Hallandale Beach Community Shuttle Program will make Title VI information available in English and Spanish on the Agency's website. Key documents are written in English and Spanish. Notices are also posted in the City's Development Services Department lobby. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

**Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed?
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether the City's financial resources are sufficient to fund language assistance resources needed.

The City of Hallandale Beach Community Shuttle Program understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. The City is open to suggestions from all sources, including customers. The City of Hallandale Beach Community Shuttle Program, other

transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

#### **IV. Safe Harbor Provision**

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

The City of Hallandale Beach Community Shuttle Program's service area does not have LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix F, Spanish/Spanish Creole speakers do not qualify for the Safe Harbor Provision as the number of persons which speak English less than "very well" is counted as 2.36% or 691 persons.

**Appendix G: Operating Area Language Data: City of Hallandale Beach Transit Service Area**

Language Spoken at Home	Population 5 years and older (1)	%	Speak English "very well" (1)		Speak English "less than very well" (1)		Speak English "Not well & Not at all" (*)	
Service Area Total	37,494	100.00%	26,693	71.20%	10,801		5,676	
Speak only English	15,153	40.41%						
Speak a language other than English	22,341	59.59%	11,540	51.70%	10,801		5,676	
Spanish	13,736	36.64%	6,944	50.60%	6,792	49.40%	3,983	29.00%
Other Indo-European languages	7,376	19.67%	3,944	53.50%	3,432	46.50%	1,549	21.00%
Asian and Pacific Island Languages	306	0.82%	82	26.80%	224	73.20%	107	35.00%
Other languages	923	2.46%	570	64.80%	353	38.20%	37	4.00%
(1) <a href="https://data.census.gov/">https://data.census.gov/</a>			11,540				5,676	15.14%

\* <https://www.Citi-data.com/>

## Appendix H Demographic Map

